

The Staff of the Missouri Public Service Commission,

Complainant,

v.

The Willows Utility Company,

Respondent.

CERTIFIED MAIL

**File No. WC-2016-0345**

**File No. SC-2016-0346**

Issue Date: August 22, 2016 Effective Date: August 22, 2016

On June 20, 2016, the Staff of the Missouri Public Service Commission filed a formal complaint against The Willows Utility Company (“The Willows”), a public utility regulated by the Commission. A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo 2000. A previous notice was issued but was not served on the Registered Agent for the company. Therefore, the Commission is issuing this second notice of complaint.

The Commission will set a 30-day deadline for The Willows to file an answer. In the alternative, The Willows may file a written request that the complaint be referred to a neutral, third-party mediator for voluntary mediation. Upon receipt of requests for mediation, the 30-day time period shall be tolled while the Commission ascertains

<sup>1</sup> A “[c]ontested case’ means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing.” Section 536.010.4, RSMo Supp. 2013.

whether Staff is also willing to submit to voluntary mediation. If Staff agrees to mediation, the time within which answers are due shall be suspended pending the resolution of mediation. Additional information regarding the mediation process is enclosed. If Staff declines to mediate the dispute The Willows will be notified in writing that the tolling has ceased and will also be notified of the date by which answers must be filed. That period is usually the remainder of the original 30-day period.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission rule 4 CSR 240-2.090.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint to the following:

Attention Registered Agent: The Willows Utility Company  
Kenneth Reynolds  
1240 E. Independence, Suite 200  
Springfield, MO 65804

2. The Willows shall file an answer to the complaint or request mediation no later than September 22, 2016. All pleadings (the answer, the notice of satisfaction of complaint, or request for mediation) shall be filed using the Commission's Electronic Filing and Information System or by mail to the Secretary of the Commission.

3. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Nancy Dippell, Regulatory Law Judge,  
by delegation of authority pursuant  
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 22<sup>nd</sup> day of August, 2016.